

DETAILS ON SLOT MANAGEMENT SYSTEM APPLICATION AND SLOT MANAGEMENT SYSTEM REQUIREMENTS

(with effect from 1 October 2020)

Under Fruit Machine Permit Condition No. 13A, permit holders must ensure only system, hardware, devices and software that are approved by the Permit Officer may be connected or integrated with the Fruit Machines.

Annex A sets out the requirements that Slot Management System (“SMS”) installed by permit holders must meet.

2. The permit holder shall ensure the operation of SMS and its data are not compromised and operate in a manner that are secure and reliable.
3. The permit holder shall provide the following information for new SMS acquired or SMS undergoing version upgrade for Permit Officer’s approval: -
 - a) Name of SMS and software version;
 - b) Purposes for SMS installation or version upgrade;
 - c) Network connectivity diagram depicting the connection between SMS, Fruit Machines and any other system or devices; and
 - d) Propose date of implementation
4. The permit holder shall submit the request at least three weeks before the proposed date of implementation as to allow sufficient time for the Permit Officer to assess the request.

Declaration Form for Installation of SMS

4. Upon receipt of the written approval to install SMS, the permit holder shall submit the declaration form (**Annex B**) to the Permit Officer by the next working day from the date of the installation/version upgrade of the SMS.

SLOT MANAGEMENT SYSTEM REQUIREMENTS

Communication

1. Communication between SMS and other gaming related devices shall be implemented with: -
 - a. Proven communication protocol and network architecture that is robust against potential attacks;
 - b. Incorporate error detection and correction measures to ensure data integrity and accuracy between SMS and the gaming devices; and
 - c. Data encryption shall be applied on player's financial transactions, balances and betting records at rest; and securely communicated between SMS and its connected devices.
2. A voucher¹ validation function, if supported by the SMS shall provide following functions: -
 - a. Voucher Issuance on a gaming related device shall only be permissible when the gaming related device is connected to an approved validation system or SMS that allows validation of the printed voucher
 - b. Voucher Redemption can only be redeemed at Fruit machines, Cashier booths or other validation terminals (Kiosks) provided they are enrolled for voucher validation system
 - c. Voucher Records - The validation system must only accept one authorised voucher per valid voucher number

Note¹: A voucher is a cashable ticket that has a fixed dollar value used to play on a fruit machine or exchange for cash at the Cashier booth or Kiosks.

Security

3. Role based access control which users are allowed access to only programs and menu items related to their job functions shall be supported by the SMS.
4. No direct access to the SMS' database shall be allowed, unless it is via the SMS' user level functions to modify the data in SMS's database.

Audit Log

5. Audit logs shall be generated for all configurations, processing and transactional activities performed on SMS.
6. For any changes done on financial data the audit log must capture the following: -
 - a. Data field and its corresponding value before change;
 - b. Data field and its corresponding value after change;
 - c. Time and date of the change; and
 - d. User account that performed the change.

7. No changes to the audit logs shall be made possible by any SMS' accounts, inclusive of its root level accounts.

Data Retention, Backup and Recovery

8. The following SMS data shall remain available and accessible for a period of 5 years: -
 - a. Meter readings of the Fruit Machine;
 - b. Event logs and Audit logs;
 - c. All gaming transactions of the players performed on Fruit Machines;
 - d. All members' movement records to Fruit Machine Room, including offline transactions (if maintained by SMS); and
 - e. All members' particulars (if maintained by SMS).
9. If member's particulars are maintained by SMS, the data has to be kept for a period of five years after the person ceases to be a member.
10. The SMS must be equipped with the following data protection and recovery capabilities: -
 - a. No single point of failure to the database.
 - b. Capabilities to back-fill the offline data back into its database upon the recovery of the failed communication connection between SMS and its connected gaming related devices.
11. If the SMS do not support the back-fill function specified in 10(b), an automated audit log must be generated by the SMS to document the communication failure event: -
 - a. Date and Time Stamp when the communication link between SMS and its connected device is down;
 - b. Date and Time Stamp when the communication link between SMS and its connected device had re-established;
 - c. Device (ID) of the gaming related device affected by communication failure; and
 - d. Device (ID) of the gaming related device which cannot perform the back-fill function.
12. The data stored in the SMS's database and its backup media shall always remain secure and tamper-proof.

DECLARATION FOR COMPLIANCE WITH SLOT MANAGEMENT SYSTEM (SMS) REQUIREMENTS

I INFORMATION ON SMS

Name of SMS:	Version:
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II PARTICULARS OF AND UNDERTAKING BY SOCIETY

Name of Society:	Permit No:
Address of Clubhouse:	Number of machines in operation to date:

I, (Full Name) , (Permit Holder) of (Name of Society) , hereby declare the following:

- i. the above stated Slot Management System is fully compliant with the Slot Management System requirements stipulated by the Permit Officer as at the date of this declaration (including Annex A of the document entitled “Details on Slot Management System Application and Slot Management System” located at the website: www.mha.gov.sg/private-lotteries on the date of this declaration); and
 - ii. the operation of SMS and its data are operating in a manner that are secure and reliable.
2. I declare that all information given in this declaration is true, correct and complete.
 3. I understand that a false declaration may result in the suspension or revocation of the fruit machine permit issued to the society.
 4. I undertake to inform the Permit Officer should there be any changes to this declaration subsequently.

Name & Signature

Date

Official Stamp
of the Society